Overview of the latest changes and improvements in the system

May 2012

Display your Property Location in Confirmation Emails

Enter your property location in our system and a link to a Google map showing your location will be included in all confirmation emails.

To enter your property location details go to PROPERTY CONFIGURATION > PROPERTY INFORMATION:

- See PROPERTY LOCATION at the foot of the screen and align spacing here
- Enter your LONGITUDE and LATITUDE in the appropriate fields
- Set the MAP ZOOM LEVEL as required
- Click SAVE CHANGES

TIP: To find your latitude and longitude go to Google Maps enter your street address in the browser at the top of the screen and once your location displays, right click the red location marker and select WHAT'S HERE. Your Latitude and Longitude details will then be displayed in the browser.

Optional Extras with Picture

Our Optional Extra feature allows you to offer guests the option to buy an additional service after they have selected their room, such as meals, airport transfers, champagne in the room, car parking, sightseeing tours etc.

To add a picture, you must first create and enter the details of your optional extra and click SAVE. Once saved, click on the EDIT button and click ADD PICTURE to browse your PC and select an image > click UPLOAD FILE to save.

Please contact us for more details if this feature is currently not activated for your property.

Automatically Re-Instate Allocations for Cancellations

It is now possible to set the system to automatically re-instate allocations when a guest cancels a booking.

To activate this please go to CONFIGURATION > PROPERTY CONFIGURATION > DEFAULT CONFIGURATION:

- Scroll to AUTO RE-INSTATE CANCELLED ROOMS
- Set to YES
- Click SAVE CHANGES

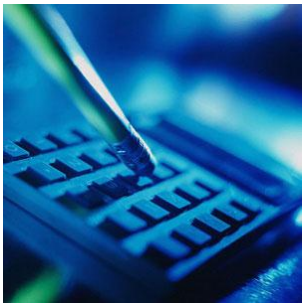
PLEASE NOTE:
If set to YES, allocations for ALL cancellations will automatically be re-instated.
If set to NO, allocations for cancellations can be manually added back to the system when cancelling a booking in the Guest Details screen as usual.

Repeat Guest Lookup

When a 'Repeat Guest' makes a booking at your property and clicks REPEAT GUEST on the RESERVATION REQUIREMENTS screen, they are asked to enter their previous email address. The system then automatically enters the guests' personal details (name, address and telephone numbers).

A guest using the REPEAT GUEST function will be identified as a REPEAT GUEST in the confirmation email sent to the hotel and in the GUEST RESERVATION HISTORY where you will also be able to see the guest's booking history.

Revenue and Traffic Reports align left



REVENUE REPORT
The Revenue Report gives you a summary of the Total Revenue and the Total Room Nights booked at your property. We have now introduced some preset reports for your easy reference. By clicking ADVANCE CRITERIA you can customise the display of your revenue report.

To create a report please go to RESERVATIONS > REVENUE REPORTS.

TRAFFIC REPORT
The Traffic Report is a useful reporting tool and shows you how many times availability has been checked at your property, the total number of reservations submitted and, where available, it indicates the country of origin of the availability check.

This information can either be viewed as a report or a graph summarizing the key information for a specified period.

Display your Rack Rate as a 'Crossed Out' Rate

You can enter a RACK RATE into Globekey which is displayed during the booking process as a 'crossed out rate', above the actual selling rate. Please check availability from our Demo Hotel to see how the 'crossed out rates' display.

Please see Point 4e in our Online User Manual for details on how to use this feature.

For existing rates you will simply be able to add a RACK RATE without having to re-enter any rates already loaded.

This feature can also be used for Linked Rate Codes provided that the BASE RATE has the DISPLAY CROSSED OUT RATES option activated and a RACK RATE in place. The linked rate code pulls the RACK RATE from the BASE RATE and applies the specified mark-up / mark-down.